

# ControlUp Self-Paced Onboarding Package

On-demand, quick-start onboarding package for Hybrid Cloud customers

Combines self-paced training with on-demand support to accelerate the deployment and time-to-value (TTV) of ControlUp. This package includes access to training videos and live sessions, as well as to our Global Customer Support (GCS) team.

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## Approach

- Use Quick-Start documentation for installation and implementation with prerequisite requirements, sizing recommendations and detailed specifications.
- Access guided videos and support resources to configure and optimize ControlUp.
- Attend live training sessions from our ControlUp Academy Certification program.

## Benefits & Outcomes

- You gain quick time-to-value with a configured environment ready to monitor & remediate production issues.
- Independent & self-paced learning enables you to get up and running faster not having to rely on scheduled sessions.
- Your core team receives formal, basic administrative training & certification.
- You have full access to our ControlUp support infrastructure.

## Implementation Stages & Activities

### Sizing & Design

ControlUp provides you with extensive architecture & implementation documentation including:

- Prerequisites
- Specifications
- Architecture descriptions
- Sizing recommendations

## Installation & Configuration

During installation you are provided with detailed documentation & video guides including how to configure:

- Folder Structure – to set up your ControlUp monitored environment
- Security Policy – to determine users and their permissions
- Monitored machines – to add hypervisors, computers, data collectors, monitors, etc.
- Views with column pre-sets – to efficiently consume the monitored data

## ControlUp Training & Certification

You are enrolled in the ControlUp Academy - our public, virtual training offering with weekly courses.

- Courses are instructor-led and include live presentations, simulations & hands-on exercises.
- Complete the course at your own pace by opting for the recordings over the live courses.
- Get certification exams at the end of each course.

## ControlUp Support Portal & Knowledge base

Continue learning and expanding adoption with access to our comprehensive support portal.

- Review knowledge base articles covering everything from tips & tricks to tutorials.
- Get up-to-date announcements for product & update releases.
- Submit tickets and/or feature requests.

[ControlUp Academy](#)

Your package includes complete access to the [ControlUp Academy](#) where you can join live sessions, view pre-recorded eLearning packages and gain the knowledge you need to get the most out of ControlUp.